Project Proposal: Attendance Monitoring

1. **Background**

A tool used to monitor Tech Support Agents attendance due to calamities, heavy traffics and other unexpected events.

1. **Goal**

Ensure that operation will not be affected because of calamities, heavy traffics and other unexpected events.

1. **Objectives**
   1. Real Time collection of data from all the associates and managers.
   2. Proper distribution of messages to all.
2. **Title**

Business Continuity Plan: Attendance Monitoring

1. **Managers**
   1. Daniel Woolcott
   2. Arthur Cuan
2. **End-Users**
   1. PSTS Manila Management
   2. PSTS North Managers
   3. PSTS Agents
3. **Developer**
   1. PSTS Reports Team
4. **Scope**
   1. **Technology Stack**
      1. HTML/CSS
      2. PHP - Lumen Micro Framework or Javascript - ExpressJS
      3. ReactJS or AngularJS
      4. MySQL or Microsoft SQL
      5. Windows Server
      6. Apache
      7. NodeJS
   2. **Project Requirements**
      1. Functional
         1. Admin
         2. Team Leads
         3. View agent’s attendance status for the day under his line.
         4. Filter via status of attendance.
         5. Can message or call agents.
         6. Can assign his/her line to other team leads to monitor the attendance.
         7. Can Accept/Reject request from co team leads about the assigned to monitor
         8. Managers
         9. Can send messages to all users. Can also filter whom to send.
         10. Client
         11. Associates
         12. Can message TL.User - add, edit & disable/archive. Modify user role.
         13. User as supervisor can assign call auditor for specific agents.
      2. Non-Functional
         1. Security
            1. User as a supervisor role can only see records of the ff:

agents from other team that he audited the call.

his agents that was call audited by other supervisors.

his agents that he coached.

* + - * 1. User as an agent can only see records of his 1:1.
        2. User as administrator can only add, modify or delete user and change roles.
      1. Performance
         1. Response Time - can process multiple request at the same time.
         2. Cross Platform - responsive to the device used by the user.
         3. Loading - reduce resource consumption for the CPU, memory and disk space.
      2. Usability
         1. Can export data based from the old excel database format of the first version. The old format is relevant to the dashboards.
         2. Multiple user can use the app at the same time.
         3. Usable on tablet, phone or desktop.
         4. REST API based – data can be used by or integrate with mobile or other applications.
      3. Dependencies
         1. Roster Employee details for the users table will come from the AD.

1. **Limitations**
   1. Cannot playback a call to review into the app.
2. **Methodology**
   1. Technical Process (Process Flow Diagram)
   2. Functional Design (Graphical User Interface)
   3. Business Model (Entity Relationship Diagram)
   4. Source Code (REST API & Documentation)
3. **Recommendation**
   1. Schedule migration of updated roster employee basic details for the users table.
   2. Become a module of PSTS systems.